

LAKE HAVASU CITY, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: RECORDS SUPERVISOR

BAND	GRADE	
NE	620	
DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Police	Police Sergeant	Non-Exempt
CLASS SUMMARY: Incumbent is responsible for supervising the Records Bureau. Duties include: Supervising, training and evaluating Records clerks; performing the duties of Records Clerk as needed; recommending employee actions; tracking inventory and expenditures; resolving customer and employee disputes; recommending and implementing procedural changes; and assisting the Lieutenant as needed.		
DISTINGUISHING CHARACTERISTICS: The Records Supervisor is a stand-alone position. It is distinguished from other classes by the responsibility for supervising the Records Bureau in the Police Department.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.)	FRE-QUENCY	
1.	Supervise Records staff to include assigning and monitoring work, prioritizing work, training staff, conducting meetings, and approving time off.	Daily	
2.	Make suggestions for performance adjustments, determine disciplinary actions, and evaluate staff performance.	Daily	
3.	Supervise day to day Records operations: Oversee the records management system; review work flow; and ensure timeliness and completion of duties.	Daily	
4.	Develop and implement office policies and procedures, ensuring they comply with all Department and City policies and procedures and other applicable laws.	As Needed	
5.	Maintain Departmental confidential records, databases and spreadsheets, prepare and verify timecards and other personnel documents.	Daily	

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6.	Performs special project activities to include preparing complex reports and utilizing specialized computer software.	Daily	
7.	Responds to requests or complaints from staff, other departments, and the general public that require supervisor's attention.	Weekly	
8.	Prepare and submit reports at the local and state level.	Monthly	
9.	Assist in developing and implementing short and long range plans, goals and objectives.	As Needed	
10.	Answers and screens calls; directs calls or takes messages, answers questions pertaining to Departmental functions, policies and procedures.	As Needed	
11.	Creates and maintains filing systems, including the purging of files and records.	Daily	
12.	Performs matron duties such as searching prisoners.	As Needed	
13.	Takes reports not requiring follow-up and answers the Silent Witness line.	As Needed	
14.	Performs other duties of a similar nature or level.	As Required	

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Knowledge (position requirements at entry):

Knowledge of:

- Recordkeeping practices;
- Basic filing systems;
- Basic accounting principles;
- Terminology, processes, applicable laws and regulations used in area of assignment;
- Supervisory theories and principles related to training, scheduling, and assigning and evaluating work;
- Computer systems and operations;
- Functions and resources of a police department;
- Business English;
- Telephone etiquette.

Skills (position requirements at entry):

Skill in:

- Assigning, monitoring and evaluating the work of staff;
- Evaluating, organizing, coordinating and making changes to work flow;
- Resolving problems;
- Preparing complex reports;
- Preparing and processing specialized documents in area of assignment;
- Training staff;
- Creating and maintaining filing systems;
- Reviewing work of others for accuracy and completeness;
- Using office equipment such as multi-line phones, copiers, fax machines and computers;
- Communication – Interpersonal skills as applied to interaction with coworkers, supervisors, and the general public sufficient to exchange and/or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) supplemented by coursework related to supervisory principles and four years experience in area of assignment plus one year of lead or supervisory experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

Position requires:

- Valid Arizona driver's license of appropriate class;

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Physical Requirements:

Positions in this class typically require: stooping, kneeling, sitting, mobility, reaching, standing, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History:

Draft prepared by Human Resources (jls)

Date: 08/14/06

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